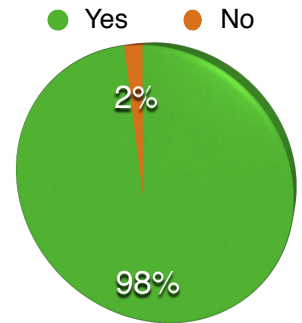


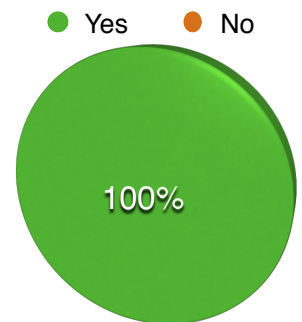
SEPTEMBER/OCTOBER 2015 TELEPHONE REVIEWS

51 Service users were surveyed during September and October.
Below are the results:

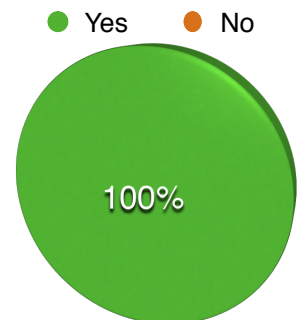
Q 1: Were you given the opportunity to participate in the creation of your care plan.



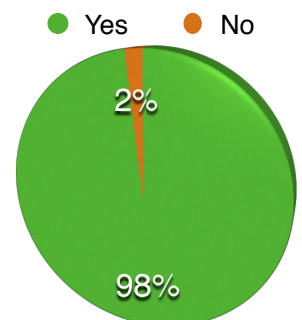
Q 2: Do you feel the service you receive from Allander meets your needs?



Q 3: Do you feel cared for by the team delivering your care?



Q 4: Do you feel your privacy and dignity is respected at all times by your carers?

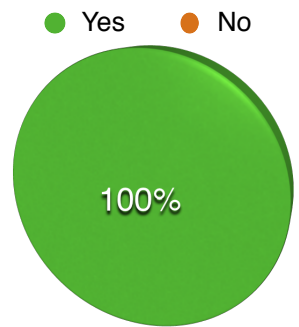


Q 5: Do you have a good relationship with your carers?

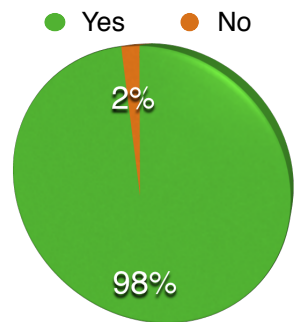


SEPTEMBER/OCTOBER 2015 TELEPHONE REVIEWS

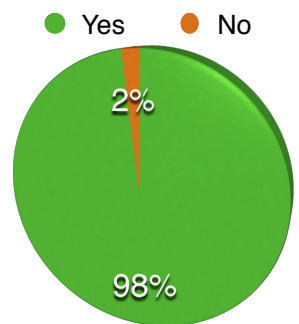
Q 6: Do your carers always wear their uniforms when delivering your care?



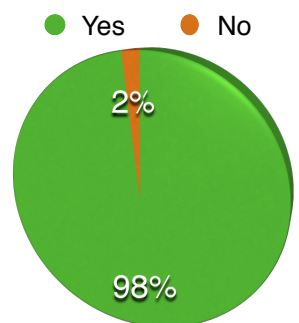
Q 7: Are all tasks completed to your expectations by your carers?



Q 8: Do you know our complaints procedure and who to contact if you have any concerns?



Q 9: If you have had any queries/complaints have they been dealt with quickly and satisfactorily?



Clients' Comments:

"I can't fault the service in any way"

"The carers are very good and get on well with mum"

"Happy with the care and the girls are all very nice"

"I love my carers and pray for them every night"

"Very pleased with the care from Allander"

"Nothing is a problem for my carers"

"I had too many carers but it's much better now"